

## IMPORTANT INFORMATION ABOUT YOUR CHILD SUPPORT ORDER

### Child Support Paid by Income Assignment

Federal and state law require that employers send all child support payments made by income assignment to one place. In Massachusetts, the Department of Revenue (DOR) processes the payments and sends them to the custodial parent. If DOR is providing full services, until the income assignment takes effect, payment must be made by check or money order payable to the Commonwealth of Massachusetts and mailed to **DOR, P.O. Box 55144, Boston, MA 02205-5144**. The person who pays support (the “obligor”) must write his or her name and Social Security number on the payment to ensure proper credit to the account. **DO NOT SEND PAYMENTS TO THE OTHER PARENT.**

**DOR must receive and send out child support paid by income assignment even if neither parent applies for DOR’s full child support enforcement services.** If DOR provides full child support enforcement services and payment is not sent to DOR, DOR may take enforcement actions because there will be no record of the payments and the obligor may not receive credit for the payments.

### Past Due Support/Arrears

If past-due support is owed, the court or DOR may instruct the employer to increase the amount withheld by 25%, without a court or administrative hearing, until the amount of past-due support is paid in full. When the current child support order ends, the income assignment will remain in effect until all past-due support is paid in full. DOR will instruct an employer to increase the amount withheld by 25% **only** on cases for which it is providing full child support enforcement services.

### Suspended Income Assignments

If the court has suspended the income assignment, it will be activated if, at any time, an amount equivalent to 14 days’ worth of support is owed and DOR has credible evidence of nonpayment. Also, a suspended income assignment may be activated upon the request of either party made to the court or DOR. In these circumstances, the court or DOR may activate the income assignment immediately, without a court or administrative hearing. DOR will activate a suspended income assignment **only** on cases for which it is providing full child support enforcement services.

### When the Obligation to Pay Current Child Support Ends

The child support order will terminate when the youngest child reaches the age of 18, unless the court has ordered that child support continue beyond age 18 to some other date.

### Billing Cycle

If an employer has a payroll cycle that differs from the frequency by which the court order provides child support be paid (e.g. the court order provides for weekly child support but the employer has a monthly or biweekly payroll cycle), the employer may deduct and remit child support payments in accordance with its payroll cycle.

### Duty to Notify DOR of Changes in Address and Other Information

Both parties must notify DOR immediately if any of the following information changes: your name, address, telephone number, Social Security number, and the employer’s name, address or telephone number. Failure to notify DOR may result in delayed payments or you may not receive important notices that affect your child support rights and responsibilities. Changes can be made via the DOR web site at [www.mass.gov/dor](http://www.mass.gov/dor) or by calling the Customer Service Bureau at 1-800-332-2733. You will need to know your PIN and Access Code (your unique 6 digit numeric code) in order to make changes using the web site.

### Modifying your Child Support Order

Child support payments must be made according to the terms of the court order unless the court modifies the order. If circumstances affecting the child support case change (for example, a parent’s income changes, the child’s custody changes, or a parent’s available health care coverage changes), either parent may file a Complaint for Modification in the court that issued the order. If payments are made by income assignment through DOR and the court modifies the order, DOR must receive notice immediately so that its account can be adjusted. Otherwise, arrears may accrue and DOR may take enforcement actions. A parent may request DOR’s assistance to determine if the facts of the case appear to support a modification according to the child support guidelines. However, DOR provides this service **only** on cases for which it is providing full child support enforcement services.

### If you are not a DOR Customer

If you are not receiving full child support enforcement services through DOR, but the order requires that child support be paid by income assignment, DOR will only collect and disburse payments received from an employer. **DOR will not keep track of any arrears that accrue and will take no action to enforce your child and medical support orders, such as transferring the order to a new employer, levying bank accounts, intercepting tax refunds, or revoking licenses.** If you would like to obtain more information about the services that DOR provides or want to apply for child support enforcement services, you may access information on the web at [www.mass.gov/dor](http://www.mass.gov/dor).